

OBSERVATION REPORT #58

KPMG has received invalid TNs when using the Direct TN Selection Inquiry method for Pre-orders submitted via EDI.

Issue

The following pre-orders returned TNs that were for pre-existing KPMG accounts. Therefore, the resulting orders were queried back to KPMG.

Inquiry Number	Date/ Time Submitted	TN(s) Returned	Order PON/VER	Date/Time Submitted	Query
003051P70A010018	3/29/00 2:06 PM	617 372-8916	003051P70X000018/AA	3/29/00 2:40 PM	"617 372-8916 is an established KPMG account"
006041P70A000005	3/29/00 2:15 PM	617 372-8917	006041P70X000005/BA	3/29/00 4:53 PM	"[617 372-8917] is a working TN"
011101P70A000005	3/29/00 2:19 PM	617 372-9250	011101P70X000005/AA	3/29/00 3:08 PM	"The requested new number 617 372-9259 is an established KPMG account"
013051P70A000008	3/29/00 2:23 PM	617 372-8701-8703	013051P70X000008/AC	3/29/00 5:40 PM	"The new TNs provided are working telephone numbers"
020051P70A000012	3/29/00 2:47 PM	617 372-8704, 9983	020051P70X000012/AC	3/30/00 3:06 PM	"The requested telephone number 372-8704 is a working number for a different account"

Assessment

Orders requiring a TN reservation can not be completed.